

*Come work at CDSS where . . .*

**People come First!**

**ADULT PROGRAMS DIVISION**

**OPERATIONS & QUALITY ASSURANCE BUREAU**

**HAS AN IMMEDIATE OPENING**

**FOR THE POSITION OF**

**STAFF SERVICES MANAGER II**

## EMPLOYMENT OPPORTUNITY

Looking to use your creative side and build something new and exciting? Do we have the job for you! The Adult Programs Division is seeking an individual to provide leadership and direction to four highly motivated units.

Under the general direction and supervision of the Adult Programs Branch Chief (SSM III) of the Disability Adult Programs Division (DAPD), this SSM II serves as Chief of the Operations & Quality Assurance Bureau (O&QAB).

The O&QAB Chief directly supervises SSM I's who manage professionals and an Office Technician (OT). This position is responsible and accountable for the successful implementation and ongoing administration of the Branch's In-Home Supportive Services/Personal Care Services program (IHSS/PCSP) and Independence Plus Waiver quality assurance (QA) functions and activities.

To find out more information and view a copy of the duty statement, please click on the appropriate link. Once you have viewed the information if you still have questions, please contact Chisa Brite at 916-229-4002.

Your signed state application can be mailed/faxed to the location specified below, or e-mailed to [Chisa.Brite@dss.ca.gov](mailto:Chisa.Brite@dss.ca.gov).

Applications will be evaluated based on eligibility and desired qualifications, and interviews may be scheduled. All appointments are subject to SROA/Surplus provisions.

**Final File Date:** Open Until Filled

If interested and would like to be part of the CDSS mission to make a difference in the life of a child, a family or an elderly person, please submit your application to:

**Contact Information:**

Chisa Brite  
8745 Folsom Blvd., Ste 230 MS 19-92  
Sacramento, CA 95826  
916-229-4002 / 916-229-3155 (fax)



**DUTY STATEMENT**  
**ADULT PROGRAMS BRANCH**  
**OPERATIONS & QUALITY ASSURANCE BUREAU**  
**STAFF SERVICES MANAGER II**  
**(Position #906-4801-002)**

Under the general direction and supervision of the Adult Programs Branch Chief (SSM III) of the Adult Programs Branch (APB), this SSM II serves as Chief of the Operations & Quality Assurance Bureau (O&QAB).

The O&QAB Chief directly supervises SSM Is who manage professionals and an Office Technician (OT). This position is responsible and accountable for the successful implementation and ongoing administration of the Branch's In-Home Supportive Services/Personal Care Services program (IHSS/PCSP) and Independence Plus Waiver quality assurance (QA) functions and activities, which include, but are not limited to:

- Awarding, implementing, and monitoring a contract or interagency agreement for the development and provision of a statewide training program for county case workers and other designated staff on IHSS/PCSP service need assessment and related program QA provisions;
- Providing technical assistance to county staff on program QA questions and issues;
- Monitoring, evaluating, and reporting findings to the counties regarding the QA activities performed by county QA staff;
- Establishing, facilitating, participating in, and achieving the Department's objectives for workgroups with State and county staff and other program stakeholders established to develop and implement new program QA and program integrity measures for improving program quality, consistency, and efficiency;
- Developing and implementing program standards, rules, and written instructions for new program QA procedures, policies, tools, and forms;
- Collaborating with the Department of Health Care Services (DHS), counties, and other stakeholders on the design, development, and application of strategies and processes for monitoring, detecting and preventing program errors, fraud and abuse in IHSS/PCSP;
- Work with DHCS Audits and Investigations in order to effect maximum enforcement and reduction of IHSS fraud by conducting statewide program integrity reviews to validate the services billed to the Medi-Cal program by IHSS providers. During these reviews, investigators will identify the parties, determine if a provider/beneficiary relationship actually exists, ascertain the need for services, ensure the beneficiary is receiving approved services, and to verify that information provided to the county for

eligibility determination is correct. In addition, these investigators will follow-up and investigate IHSS case referrals generated by the California Department of Social Services and the counties. DHCS investigators partnering with State Staff and at the county's option with IHSS social workers will conduct un-announced home visits of IHSS recipients and their providers. By partnering, the DHCS investigators, State staff and social workers can jointly evaluate all aspects of the provision of services and propriety of billings for services.

- Developing, establishing, and monitoring the counties and State program operations for the appropriate application and performance of IHSS/PCSP provider participation and program overpayment rules and processes,
- Developing outcome measures for State and county IHSS/PCSP QA efforts, and tracking and documenting State and county IHSS/PCSP QA and program integrity activities, projects and outcome measurements, and, as necessary, preparing written responses to inquiries regarding QA from Department management, the Health and Human Services Agency, the Governor's Office, the Legislature, the federal government, and other program stakeholders and advocates.

Additionally, the Bureau will be responsible for monitoring activities related to the Federal 1915j Waiver. These activities will include independent onsite monitoring by Bureau staff as well as joint monitoring with DHCS and/or federal staff. Waiver Unit staff will also be responsible for day-to-day liaison activities with DHCS and other oversight or partner agencies. In addition, the Waiver staff will also be responsible for maintaining statistical data and preparing reports relating to the Waiver population and working with county staff in developing QA protocols relating to the Waiver population.

Staff from the QAB will also be responsible for performing special studies and reviews related to the PCSP, Independence Plus Waiver, or other areas within the jurisdiction of the Adult Programs Branch.

The QAB Chief will assist in developing research projects, act as liaison to appropriate State, federal, county, and community agencies and interview, and recommend selection and allocation of staff.

#### **SPECIFIC JOB ASSIGNMENTS**

1. Directly supervises and evaluates the performance of SSM Is responsible for all activities of the QAB which include the following: **70%**
  - a. Contracting for and monitoring a contract for a Training Academy for county and other designated staff;
  - b. Work with DHCS Audits and Investigations in order to effect maximum enforcement and reduction of IHSS fraud by conducting statewide program integrity reviews to validate the services billed to the Medi-Cal program by IHSS providers.

- c. Preparing and revising regulations, manuals, procedures, and review tools to be utilized by county and State staff;
- d. Maintaining statistical data regarding State and county QA reviews;
- e. Establishing and participating in workgroups with county staff and other stakeholders;
- f. Developing provider and recipient notifications regarding fraud;
- g. Conducting on-site reviews to county offices to monitor QA reviews conducted by county staff.
- h. Conducting validated home visits with program recipients;
- i. Assisting counties in identifying error trends and completing corrective action;
- j. Providing training and ongoing technical assistance to county staff on the review process;
- k. Maintaining statistical information and issuing reports;
- l. Identifying county training needs;
- m. Developing and submitting reports required by the 1115 Independence Plus Waiver;
- n. Responding to requests for information regarding the Waiver from the federal government, other State Agencies; stakeholders and the general public.
- o. Developing procedures for the Independence Plus Waiver monitoring;
- p. Developing notices, forms, and other publications relating to the Independence Plus Waiver.
- q. Acting as liaison with DHS and federal staff involved in Waiver monitoring;
- r. Providing training and technical assistance to counties regarding the Waiver and any requirements that are unique to the Waiver population;
- s. Conducting on-site Independence Plus Waiver monitoring individually and with other State and federal staff; and



- t. Developing regulations required to administer the QA and Waiver programs and issuing written instructions to county via All-County Letters or All-County Information Notices.
- 2. Representing the Department at high level meetings regarding Quality Control or Independence Plus issues. 10%
- 3. Attending and facilitating meetings with California Welfare Directors' Association (CWDA) representatives and other stakeholders. 10%
- 4. Responding to the more sensitive program QAB issues 10%

### **SUPERVISION EXERCISED**

The QAB Chief directly supervises SSM Is and an OT, and indirectly supervises Staff Services Analysts/Associate Government Program Analysts. The QAB Chief may act for the Branch Chief in his/her absence.

### **SUPERVISION RECEIVED**

The QAB Chief is supervised by the Adult Programs Branch Chief (SSM III). On a day-to-day basis, the QAB Chief is expected to operate with a significant degree of independence while keeping the Branch Chief informed on a timely basis of assignment status, problems impeding progress and potential legal, stakeholder or legislative issues and controversies.

### **PERSONAL CONTACTS**

The QAB Chief will have frequent contact with all levels of Department employees, representatives from other State and federal agencies, local government, legislative and legal staff, members of the public, and client advocates.

### **ACTIONS AND CONSEQUENCES**

The IHSS/PCSP program has experienced significant caseload growth during the last five years. The program currently serves more than 440,000 elderly and disabled recipients and provides payroll to more than 376,000 providers resulting in the expenditure of more than \$5.8 billion per year in public funds.

Stakeholders include welfare rights and consumer advocacy agencies, labor unions representing providers, Public Authorities, and the CWDA. The State legislature and legislative staff monitor the program. The QAB will be responsible for assuring uniformity in the assessments of the need for services and identifying and addressing issues related to program fraud and abuse.

Failure to use good judgment fulfilling the responsibilities and mission of the QAB can result in services being incorrectly assessed which could result in the vulnerable population served being placed in a more restrictive institutional setting. Additionally, failure to use good judgment can result in inappropriate expenditure of public funds, federal audit

exceptions, poor public policy, litigation and political scrutiny and criticism. The quality of life and health status of IHSS/PCSP recipients is dependent on the timely and correct delivery of home care services funded through the IHSS/PCSP program.

#### **OTHER INFORMATION**

The QAB Chief must have excellent judgment, superior analytical skills, the ability to interact with high-level officials and program stakeholders and negotiate effectively, excellent oral and written skills, good interpersonal communication skills, be able to work well under pressure and the ability to work with minimum direction individually and in a team setting.